



COLLEGE
of the **DESERT**

EMERGENCY RESPONSE GUIDE

Palm Desert Campus

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Who to call in an Emergency

Emergency Numbers

Emergencies	9-1-1
COD Public Safety Department Campus Extension	2-1-1-1
COD Public Safety Department Outside Line	760-341-2111
Non-Emergencies	2-1-1-1
Nurse Non-Emergency	760-776-7211

*****It is recommended you place COD Public Safety Department phone number **760-341-2111** on your Favorites of your cell phone – all you have to do is push one button and you can call the COD Public Safety Department.

Note: If you call 911 from the classroom telephone, the COD Public Safety Department is automatically notified.

If you dial from your cell phone the call will go directly to Police and Fire.

To report other problems on campus facilities, call COD Public Safety Department at extension **2111** or via cell-phone at **760-341-2111**

- Electrical Outage
- Gas
- Water Problems
- Air Conditioning

ALICE Response Plan

Traditional response to an active shooter incident has been to shelter in place and wait for law enforcement official to arrive. While this type of response is not completely wrong, case studies of several active shooter/killer incidents have shown that using only this response has resulted in an increase in casualties. The district has adopted the **"ALICE"** response plan to assist you in your response should this type of incident occur. Persons may or may not receive advance warning of an active shooter/killer. A witness, personal observation or the sound of gunshots may be the only alert you receive, leaving little time to react. If you hear the sound of gunshots, you should begin to take necessary precautions.

In the event of an active shooter emergency, the **"ALICE"** response plan to assist you in determining the best options available to survive an attack. The **"ALICE"** response does not follow a set of prescribed actions, and you may not need to utilize all of the five steps when confronting an active shooter. Your survival is the most important outcome.

"ALICE" is an acronym for 5 steps you can utilize in order to increase your chances of surviving a surprise attack by an Active Shooter. Again, it is important to remember that the **"ALICE"** response does not follow a set of actions you "shall, must, will" do when confronted with an Active Shooter.



COLLEGE OF THE DESERT

ACTIVE SHOOTER RESPONSE GUIDE

ALERT

It is recognizing the signs of danger and receiving information about The dangers from others.



What is happening?
What am I hearing? What am I seeing?

INFORM

Communicate real time information on shooter location. Use clear and direct language using any communication means possible.



LOCKDOWN

If Evacuation is not a safe option, barricade entry points.

Prepare to Evacuate or Counter if needed.



COUNTER

Last resort, create noise, movement, distance and distraction to reduce the shooter's ability to shoot accurately.



EVACUATE

When safe to do so, run from danger using exits if necessary.

Rally points should be predetermined.

DO NOT use the rally points used in the event of a fire, or earthquake.



Alice
TRAINING INSTITUTE

Alert
Lockdown
Inform
Counter
Evacuate

CALL 911
WHEN IT IS SAFE
TO DO SO



COLLEGE OF THE DESERT

RESPUESTA DEL TIRADOR ACTIVO

ALERTA

- Es reconocer los signos de peligro y recepción información sobre el peligros de los demás.
- ¿Qué pasa?
- ¿Qué estoy escuchando? ¿Qué estoy viendo?



INFORMAR

- Comunícate en tiempo real Información sobre Shooter ubicación.
- Utilice materiales claros y lenguaje directo utilizando cualquier medios de comunicación posibles.



ENCIERRO

- Si la evacuación no es una opción segura, bloquee los puntos de entrada.
- Prepárese para evacuar o contraatacar si es necesario.



ATACAR

- Último recurso, crear ruido, de movimiento, de distancia y distracción para Reducir la capacidad del tirador Capacidad para disparar con precisión.



EVACUAR

- Cuando sea seguro hacerlo, huya del peligro usando las salidas si es necesario. Los puntos de reunión deben estar predeterminados.
- NO utilice los puntos de reunión utilizados en caso de incendio o terremoto.



College of the Desert
Public Safety Department &
Emergency Preparedness

LLAME AL 911
CUANDO ES
SEGURO HACERLO

ALICE
TRAINING INSTITUTE

Alert
Lockdown
Inform
Counter
Evacuate

Alert

Any number of things can alert you to a shooter situation:

Gunfire.

Witnesses.

Unusual commotion on campus.

Phone/Text alerts.

Lockdown

A lockdown is a semi-secure starting point from which to make your survival decisions. If you decide not to evacuate, secure the room.

Lock the door.

Cover any windows in the door if possible.

Tie down the door if possible, using belts, purse straps, shoe laces, etc.

Barricade the door with anything available (desks, chairs, file cabinets.).

Look for alternative escape routes (windows, additional doors).

Call 911.

Move out of the doorway and windows in case gunfire comes through it.

Silence or place cellphones on vibrate.

Once secured, do not open the door for anyone. Unfamiliar voices may be the shooter attempting to lure you out. Police will enter the room when the situation is over.

Gather weapons (coffee cups, chairs, books, pens, etc.) and mentally prepare to defend yourself or others.

Put yourself in position to surprise the active shooter should they enter the room.

Inform

Use any means necessary to pass on real time information.

Use plain language.

Derived from 911 calls, video surveillance, etc.

Who, what, when where and how information.

Helps people in or around the areas area to make common sense decisions.

Can be given by Flash Alerts, PA Announcements, public safety radio speakers.

Counter

Use of simple, proactive techniques should you be confronted by an active shooter.

Anything can be a weapon.

Throw things at the shooter's head to disrupt his aim.

Create as much noise as possible.

Attack in a group (swarm).

Grab the shooter's limbs and head. Take the shooter to the ground and hold him there.

Fight dirty: Bite, kick, gouge eyes, etc.

Run around the room and create chaos.

If you have control of the shooter, call 911 and tell the police where you are and listen to their commands when officers arrive on the scene.

Do not touch the weapon. Secure weapon inside trash can if possible.

Evacuate

Remove yourself from the danger zone as quickly as possible

Decide if you can safely evacuate.

Run in a zigzag pattern as fast as you can.

Do not stop running until you are far away from the scene.

Bring something to throw at the shooter should you encounter him.

Consider if a fall from a window will kill you.

Break out windows (top corner) and attempt to quickly clear glass from the frame.

Consider using belts, clothing or other items as an improvised rope to shorten the distance you would fall.

Hang by your hands from the window ledge to shorten your drop.

Attempt to drop into shrubs, mulch or grass to lessen the chance of injury.

Do not attempt to drive from the area.

Alerta

Hay muchas cosas que pueden alertarte de una situación de tirador:

Disparo.

Testigos.

Comoción inusual en el campus.

Alertas telefónicas/de texto. Envía un mensaje de texto a la alerta si recibes una.

Encierro

Un confinamiento es un punto de partida semiseguro desde el que tomar decisiones de supervivencia. Si decide no evacuar, asegure la habitación.

Cierra la puerta con llave.

Cubra las ventanas de la puerta si es posible.

Ata la puerta si es posible, usando cinturones, correas de bolsos, cordones de zapatos, etc.

Bloquea la puerta con todo lo que tengas disponible (escritorios, sillas, archivadores).

Busque rutas de escape alternativas (ventanas, puertas adicionales).

Llame al 911.

Sal de la puerta y las ventanas en caso de que los disparos lo atraviesen.

Silenciar o poner los teléfonos celulares en vibración.

Una vez asegurado, no abra la puerta a nadie. Voces desconocidas pueden ser el tirador que intenta atraerte. La policía entrará en la habitación cuando la situación haya terminado.

Reúna armas (tazas de café, sillas, libros, bolígrafos, etc.) y prepárese mentalmente para defenderse a sí mismo o a los demás.

Colócate en posición para sorprender al tirador activo en caso de que entre en la habitación.

Informar

Utilizar cualquier medio necesario para transmitir información en tiempo real.

Usa un lenguaje sencillo.

Derivado de llamadas al 911, videovigilancia, etc.

Quién, qué, cuándo, dónde y cómo, información.

Ayuda a las personas en o alrededor del área a tomar decisiones de sentido común.

Puede ser dado por alertas rápidas, anuncios de megafonía, altavoces de radio de seguridad pública.

Mostrador

Uso de técnicas simples y proactivas en caso de que se enfrente a un tirador activo.

Cualquier cosa puede ser un arma.

Lanza cosas a la cabeza del tirador para interrumpir su puntería.

Crea la mayor cantidad de ruido posible.

Ataque en grupo (enjambre).

Agarra las extremidades y la cabeza del tirador. Lleva al tirador al suelo y mantenlo allí.

Lucha sucia: Morder, patear, arrancar los ojos, etc.

Corre por la habitación y crea el caos.

Si tiene el control del tirador, llame al 911 y dígame a la policía dónde se encuentra y escuche sus órdenes cuando los oficiales lleguen a la escena.

No toque el arma.

Asegure el arma dentro del bote de basura si es posible.

Evacuar

Aléjate de la zona de peligro lo más rápido posible

Decida si puede evacuar de manera segura.

Corre en un patrón en zigzag lo más rápido que puedas.

No dejes de correr hasta que estés lejos del lugar de los hechos.

Lleva algo para arrojarle al tirador en caso de que lo encuentres.

Piensa si una caída de una ventana te matará.

Rompe las ventanas e intenta limpiar rápidamente el vidrio del marco.

Considere usar cinturones, ropa u otros artículos como una cuerda improvisada para acortar la distancia a la que caería.

Cuélguese de las manos del alféizar de la ventana para acortar la caída.

Intente dejarse caer sobre arbustos, mantillo o césped para disminuir la posibilidad de lesiones.

No intente conducir desde el área.

What to Expect from Responding Police Officers

- Police are trained to proceed immediately to the area in which shots were last heard. Their purpose is to stop the shooting quickly.
- Responding officers will normally be in teams. They may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests, kevlar helmets, and other tactical equipment. The officers will be armed with guns. Regardless of how they appear, remain calm, do as the officers tell you, and do not be afraid of them.
- Responding Police will have their weapons drawn and ready for use. They do not know exactly who the shooter/killer is and will probably point weapons at you. Just remain calm and follow any directions they may give you. You may be asked questions, patted down, and given orders to exit certain ways.
- Do not point anything at Law Enforcement.
- Put down anything you may be carrying and keep your hands visible at all times.
- The first officers will not stop to aid injured people. Other officers and emergency medical personnel will follow to remove injured persons. Be prepared to have to provide first aid. Think outside the box. Tampons and feminine napkins can be used to stop blood loss. Shoes laces and belts can be used to secure tourniquets. Weighted shoes can be tied around a person's head to immobilize it. Remember it may be several hours until can safely move an injured person. The actions you take immediately to treat victims may save their life.
- Keep in mind that after you have escaped to a safer location, the entire area is still a crime scene.
- Police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned.
- Until you are released, remain where authorities designate.
- Law Enforcement can take hours to clear a building, stay calm and patient.

Qué esperar de los oficiales de policía que respondieron

La policía está entrenada para proceder de inmediato al área en la que se escucharon los disparos por última vez. Su propósito es detener el tiroteo rápidamente.

Los oficiales que respondan normalmente estarán en equipos.

Pueden estar vestidos con uniformes de patrulla regulares, o pueden usar chalecos antibalas externos, cascos de Kevlar y otros equipos tácticos. Los oficiales estarán armados con pistolas. Independientemente de cómo aparezcan, mantén la calma, haz lo que te digan los oficiales y no les tengas miedo.

La policía que responda tendrá sus armas desenfundadas y listas para usar. No saben exactamente quién es el tirador/asesino y probablemente te apuntarán con armas. Solo mantén la calma y sigue las instrucciones que te den. Es posible que le hagan preguntas, lo cacheen y le den órdenes para que salga de ciertas maneras.

Deje a un lado cualquier cosa que pueda llevar consigo y mantenga las manos visibles en todo momento.

No apunte nada a las fuerzas del orden.

Los primeros oficiales no se detendrán para ayudar a las personas heridas. Otros oficiales y personal médico de emergencia seguirán para retirar a las personas heridas. Esté preparado para tener que proporcionar primeros auxilios. Piensa fuera de la caja. Los tampones y las servilletas femeninas se pueden usar para detener la pérdida de sangre. Los zapatos, los cordones y los cinturones se pueden usar para asegurar los torniquetes. Los zapatos con peso se pueden atar alrededor de la cabeza de una persona para inmovilizarla. Recuerde que pueden pasar varias horas hasta que pueda mover de manera segura a una persona

lesionada. Las medidas que tome de inmediato para tratar a las víctimas pueden salvarles la vida.

Tenga en cuenta que después de haber escapado a un lugar más seguro, toda el área sigue siendo una escena del crimen.

Por lo general, la policía no permitirá que nadie se vaya hasta que la situación esté completamente bajo control y todos los testigos hayan sido identificados e interrogados.

Hasta que sea liberado, permanezca donde las autoridades designen.

Las fuerzas del orden pueden tardar horas en despejar el edificio.

Mantén la calma y sé paciente.

Power Failure/Other Electrical Emergencies

- Stay calm
- Keep emergency exits clear
- If power is not restored in approximately 30 minutes, current classes are cancelled. Faculty members should use their best judgment.
- If decision is made to cancel classes a call will be made on the Campus Wide Emergency Broadcast System.
- FACULTY: Leave classroom if necessary
- Communication will come through room intercom or through COD Public Safety Officers.
- During a power failure, report power failures, downed wires or other emergencies; direct everyone to avoid all downed wires.
- **CONTACTS:**
 - * COD Public Safety Department &
Emergency Preparedness:
2111 from a Campus Phone Or 760-341-2111
 - * COD Maintenance:
2551 from a Campus Phone Or 760-773-2551

Earthquake

Stay calm: do not panic and run.

Remain where you are whether indoors or outdoors.

INDOORS:

DUCK under a desk or sturdy table. Stay away from windows, bookcases, and other heavy objects that could fall.

Stay under COVER until the shaking stops.

Hold onto the desk or table. If it moves, move with it.

Do not use the elevators. Fire alarms or sprinklers may come on.

Work with COD Public Safety Department & Emergency Preparedness in determining if evacuation is necessary. If further review is needed to initiate an evacuation announcement, contact a Dean, Vice President or the President. Use good judgment.

Remain calm and await instructions from the Command Post. Assist with evacuation, campus traffic, etc. Use good judgment.

Normally, do not evacuate until specifically directed to do so.

Evacuation routes are displayed on the map posted within this document.

In the event of a major earthquake, an Emergency Treatment Center will be established in the parking lot.

Campus Guide/Map



PUBLIC SAFETY
 PARKING
 RESTROOMS
 GENDER NEUTRAL RESTROOMS
 AED
 BUS STOP
 ERADIC CHAIRS
 SELF SERVE ONE-DAY PARKING PERMIT DISPENSER
 EV CHARGING STATION
 WATER BOTTLE FILLING STATION

A	Agricultural Sciences	CRIS	Tennis Courts	M	Music Classroom	S.AN	South Annex
ADMIN	Administration	CSSC	Cravens Student Services Center	M&O	Maintenance & Operations	SOC	Social Sciences
ALUM	Alumni Centre	DM	Diesel Mechanics	MARKS	Walter N. Marks Center for the Arts	STAD	Stadium
AMP	Amphitheatre	DH	Dining Hall	MATH	Math	STG	Stagecraft Shop
ART	Art	CDE	Childhood Development Education	MATH	McCallum Theatre	SL	Student Life
AS	Applied Sciences	FS	Fiscal Services	MSTC	Math Science Technology Center	TASC	Tutoring Academic Skills Center
B	Business Building	FDN	Foundation	N	Nursing	T	Theatre Too
BNC	Baiker Nursing Center	GOLF	College Golf Center	N.AN	Noth Annex	TRAINING RM.	Training Room
BOND	Bond Office	GYM	Gymnasium	PSA	Public Safety Academy	WAREHOUSE	Warehouse
C	Board Room	HILB	Hilb Building	PT	Pollock Theatre		
CDC	Child Development Center	LIB	Library	QUAD	Student Plaza (Drop-off & Walkway)		
CMH	Carol Meier Lecture Hall	LA	Liberal Arts	S	Science		
CP	Central Plant				Simonds Center Weight Room		
CCTR	Copy Center						
COM	Communication						



Temporary Campus Evacuation Map

***While the Palm Desert Stadium Project is underway**



Evacuation

Procedures for Instructional/Office Staff on Attendance Tracking

The primary causes for evacuation will be fire or earthquake. Each instructor/area coordinator must be prepared to react quickly and properly. Each instructor/area coordinator should have an accurate accounting of attendance/Census Reports. For faculty, this is the class roster. For staff, it is area staffing list.

PROCEDURES:

Remain calm and determine the nature and location of the disaster without leaving the immediate area.

Emergency Assembly Areas:

- West-side Assembly Area: **The amphitheater west of the traffic circle off the main entrance off Monterey Avenue will be the west side assembly area.** It will also serve as the emergency first-aid station. In the event this site is not useable, use East-side Assembly Area.
- East-side Assembly Area: **Parking Lot 14 will serve as the east-side assembly area temporarily until the Palm Desert Stadium Project is completed.** In the event this site is not useable, use West-side Assembly Area.

Faculty: Should remain with students until further direction is given. This direction may come in a variety of ways depending upon the nature of the event which caused the evacuation. Direction may be given by oral or written word from the Incident Commander or Designee.

Office Areas: Should remain with group until all are in attendance. In all cases, be certain that: injured and disabled are evacuated and cared for; all students and staff are accounted for; and the alarm has been sounded if you or someone in your class was the first to discover the potential disaster.

*A Completed "Census Report" must be turned in as soon as possible to the Vice President, Student Services and Vice President, Administrative Services.

Fire, Smoke, Explosion

WHAT TO DO:

- PULL ALARM – This AUTOMATICALLY SUMMONS Fire Department. If an alarm is pulled and sounding **THEN YOU MUST EVACUATE THE BUILDING.**
- Call and report fire to 9-1-1 or COD Public Safety Dept. Emergency number...2111.
COD Public Safety Dept. outside phone.....760-341-2111
- If the fire is easily extinguishable, attempt to extinguish it. Fire extinguishers are located near the exits. You have a choice on each incident to fight the fire or flee. Learn where the two closest fire extinguishers are near your work area.
- Evacuate the building if necessary, closing the fire doors (do not lock).
- Proceed to designated area on the campus – see attached maps.

Responsibility of Supervisors, Managers, and Faculty:

The supervisor, manager, and instructor are to supervise the clearing of his/her area during an emergency evacuation, in an orderly manner using the designated evacuation paths to the designated safety areas.

Attendance should be taken of each area evacuated. With faculty this will be the class roster. With area coordinators this will be the area staffing list.

Assembly areas are displayed on the map posted within this document. If the Emergency Alarm sounds, evacuate the building. In extreme situations, evacuation should take place to the evacuation areas designated on the building maps located in each classroom. If the fire alarm is terminated, work with the COD Public Safety Officers/Fire Department to determine if the building is all clear. The Evening Administrator's approval is required to authorize an all-clear and send faculty and students back into

their respective classrooms. In the absence of an Evening Administrator the most senior COD Public Safety Officer will direct them back into their respective classrooms.

Handling Bomb Threats

Always be prepared to write the instant the phone rings. Record the exact words of the threat in writing. Do not panic. Remain calm and professional at all times. Ask the following questions:

- How many bombs are there?
- Where exactly are the bombs?
- When will the bombs be detonated?
- What kind of devices are they?
- Are the bombs booby trapped? How?
- Why did the caller select us as a target?
- Who or what groups are involved?

Do not ask for identification of the caller until all of this information has been obtained.

Listen carefully and note the caller's characteristics:

- Sex (male or female)
- Approximate age (child, teen, adult)
- Nationality
- Accent or regional voice inflections
- Education level
- Mental attitude (calm, laughing, deliberate, angry, excited)
- Rate of speech (slow, fast)
- Voice volume (loud, soft)
- Voice clarity (clear, muffled, disguised)
- Unusual pronunciation (lisp, impediment, stuttering)
- Use of words (appropriate? swearing? disjointed?)
- Background noises (other voices, radio/stereo, street outdoor sounds, cars, horns)
- Restaurant/bar sounds (murmuring voices, clinking)
- Cellular phone (road noise, alternator whine)
- Portable phone (typical hum)

Call 911 immediately and report bomb threat and provide any information requested by enforcement agency. Notify COD Public Safety Department at 760-341-2111.

Reporting an Emergency

In an emergency call 911 or COD Public Safety Department on a campus telephone at extension 2111 or dial on a cell phone 760-341-2111

An emergency is any situation that requires immediate police, fire, or medical response to preserve life or property. COD Public Safety Dept. at 2111 can be called from every phone on the campus. If 911 is dialed from a campus phone, COD Public Safety Department and the local Police and/or Fire will respond. On COD campus, COD Public Safety Department is the first emergency response agency and the 911 liaison. To report a campus emergency on a cell phone, call 760-341-2111.

Call COD Public Safety Department to report problems such as:

- Assault or immediate danger of assault
- Chemical spills
- Crimes in Progress
- Explosives
- Fires
- Severe injuries or illnesses
- Someone choking
- Unusual odors
- Person out of control
- Other emergencies

If you are calling on a campus phone, COD Public Safety Department will respond to your call directly and route it to the local police, fire, ambulance, and other services, as needed. COD Public Safety Department will meet the emergency responders and direct them to the proper location. You can also use any pay phone or any phone to report a campus emergency. When reporting an emergency, be prepared to give the following information:

- Location of the emergency – directions, street address, building, and room.
- Type and severity of the emergency, e.g.,
- Fire – type and size of fire
- Medical – type of illness or injury, cause, number of victims.
- Police/crime – type of crime, description of suspects and their direction of travel.
- Chemical/hazardous materials – quantity and type of substances involved, hazards and injuries.
- When the incident occurred.
- Your name, location and phone number.

Call from a safe location, if possible. Remain calm. Speak slowly and clearly, do not hang up the phone until the dispatcher tells you to.

Medical and Mental Health Emergencies

Call Public Safety Department at 2111, 760-341-2111 or 911, in any emergency that requires immediate police, fire, or medical response to preserve a life. This includes:

- Serious injury or illness
- Serious mental health issues that might lead to suicide, assault, or homicide.
- Student Health and Wellness Center at 760-776-7211 or the Riverside University Health System Mobile Crisis Response Teams 24/7 Dispatch at 888-374-1113.

Injuries

After calling 2111 or 760-341-2111:

- You may provide first aid: if you are trained; if it is safe to do so; and, the victim consents.
- Do not move an injured person unless it is absolutely necessary to prevent further injury.
- Calmly assure the injured person that help is on the way.
- Assist emergency personnel in locating the victim and investigating the incident.

For all injuries, the College Nurse or COD Public Safety Department will document the incident with a medical report. Call 760-341-2111 to have an officer take the report. This includes campus visitors, as well as students, faculty and staff. Resources are given at that time for follow up.

Animal Incidents

Any direct physical contact with an unknown animal, especially if it results in a bite or scratch, could have serious consequences. Such contact should be reported to COD Public Safety Department at 2111 immediately. Only trained animal technicians should handle animals.

Any animal that is wandering loose on campus should be reported immediately to COD Public Safety Department at 2111. If a wild animal, such as a bat or a raccoon is inside a building, try to safely isolate it in a room by closing doors behind it and keeping people away.

Venomous Animals

In the case of a bite, or other injury caused by a venomous animal (e.g., a black widow or a brown recluse spider) or an allergic reaction to an insect or other animal, call 760-341-2111 or 2111 or 911 immediately for emergency medical assistance.

Be prepared to give your name, location, and, if possible, the species or type of animal involved.

Try to remove the affected person and yourself from danger. Tell others to vacate the area if a dangerous animal may still be nearby.

Help the victim immobilize the bite area, and make the victim as comfortable as possible until medical or other assistance arrives.

If possible, keep the spider, insect, etc. for an I.D.

Crime Reporting

Report a crime or criminal behavior in progress on campus to COD Public Safety: call **2111** on an on-campus phone, or **9-1-1**. To Reach COD Public Safety Department on a cell phone, dial **760-341-2111**. You may also report a crime anonymously through WeTip online: <https://www.wetip.com/submit-a-crime-tip/>.

Normally, do not approach or attempt to apprehend the person(s) involved. Take only actions necessary for self-defense. If you are safe, stay where you are until the police arrive. Otherwise try to move to a safe location. Provide as much information as you can, including:

- Type of crime or criminal behavior
- Location of crime or criminal behavior
- Description of persons (height, weight, sex, descent, and clothing) and type weapons involved.
- Direction the suspect was last seen traveling
- Vehicle description (color, make, year, model and license number).

To report non-emergency police related activities, including crimes that are no longer in progress, missing property, minor auto accidents without injuries, disabled vehicles etc., call COD Public Safety Department at 2111 or 760-341-2111.

Violent Situations

Your actions may help calm a potentially violent situation, or they may escalate the problem. Try to behave in a manner that helps calm a situation.

- Stay calm. Don't be in a hurry.
- Be empathetic. Show you are concerned.
- Try to have the other person and yourself sit down. Sitting is a less aggressive position.
- Try to be helpful. For example, schedule an appointment for a later time.
- Give positive-outcome statements, such as "We can get this straightened out."
- Give positive feedback for continued talking, such as, "I'm glad you're telling me how you feel."
- Stay out of arms' reach.
- Have limited eye contact.
- Take notes.

Avoid Exacerbating Behavior

- Do not patronize.
- Do not yell or argue
- Do not joke or be sarcastic.
- Do not touch the person.

If Someone Becomes Agitated

- Leave the scene immediately, if possible. Call COD Public Safety Department **760-341-2111** or **9-1-1** from a safe place.
- Or, try to alert a co-worker that there is a problem; e.g., by calling and using an agreed-upon code word or signal to indicate trouble.

Practice Preventive Measures

- Discuss and agree on circumstances and situations in the workplace that everyone should watch out for.
- Have procedures, signals, and code words in place to deal with threatening situations.
- Avoid scheduling appointments for a time when no one else is in the area.

- Alert your colleagues in advance about a difficult meeting, and keep the door to the room open, or meet in a public area.
- Try to avoid working alone after hours. If you have to work late, advise a colleague, friend or family member.
- When working after office hours, keep doors locked and do not open the door unless you are expecting someone.
- If you are concerned for your safety after hours and desire transportation to your vehicle, contact Public Safety Department at 760-341-2111 or 2111.
- Report any strange or unusual activities in and around your workplace immediately to your supervisor and Public Safety Department at 760-341-2111 or 2111.
- Do not leave money or valuable belongings out in the open. Purses should be locked in a desk, cabinet, or safe area. If possible, leave your purse locked in the trunk of your vehicle.
- Lock your office and/or lab doors when these areas are not in use, even when you are leaving for "just a moment."
- Always walk in well-lighted areas and know your surroundings. If you think you are being followed, do not go home; go where there are other people. Call the police as soon as possible.
- Always evaluate the situation and use good judgment.